

Title: Caseload Management

Purpose

To ensure local agencies serve the highest priority WIC participants when the maximum participation level has been reached.

Authority

7 CFR 246.7 & State Policy

Policy

The following priorities will be applied by the Competent Professional Authority when vacancies occur after a local WIC program has reached its maximum participation level, in order to assure that those persons at greatest nutrition risk receive program benefits.

I. Priority System

A. The State WIC Office will set income priority levels within these six priority levels:

1. **Priority I:** Pregnant women, breastfeeding women and infants at nutrition risk as demonstrated by hematological or anthropometric measurements, or other documented nutrition related medical conditions which demonstrate the person's need for supplemental foods.
2. **Priority II:** Except those infants who qualify for Priority I, infants (up to 6 months of age) of WIC participants who participated during pregnancy, and infants (up to 6 months of age) born of women who were not WIC participants during pregnancy but whose medical records document that they were at nutrition risk during pregnancy due to nutrition conditions detectable by biochemical or anthropometric measurements or other documented nutrition related medical conditions which demonstrated the person's need for supplemental foods.
3. **Priority III:** Children at nutrition risk as demonstrated by hematological or anthropometric measurements or other documented medical conditions which demonstrate the child's need for supplemental foods; postpartum teens pregnant at 17 years of age or under.
4. **Priority IV:** Pregnant women, breastfeeding women and infants at nutrition risk because of an inadequate dietary pattern, migrant status or homelessness.
5. **Priority V:** Children at nutrition risk because of an inadequate dietary pattern, migrant status or homelessness.
6. **Priority VI:** Postpartum women at nutrition risk.

II. Waiting List Procedures

- A. Notify the State WIC Office if you are considering a waiting list as an option to resolve a caseload problem. The State WIC Office will determine when waiting lists may be started.

1. Applicants completely screened for eligibility and with a certification period established before being placed on the State Certification System waiting list will be used in the calculation of staffing/funding.
2. Applicants placed on a less formal waiting list after a brief screening to determine priority placement will not be used in the calculation of staffing/funding.

III. Waiting Lists

- A. The primary purpose of waiting lists is to maintain a pool of interested applicants from which highest priority people can be selected to actually participate when caseload slots become available. An important element of the system is to give benefits to those of greatest need.
- B. Applicants are ranked on the waiting list according to their Priority.
 1. Applicants are removed from the waiting list in priority order. That is, Priority I's are all served before Priorities II, III, IV, V and VI.
 - a. Each certification is a separate entity. A previous certification does not guarantee continued participation if a higher priority applicant is on the waiting list.
- C. Applicants with valid VOC documentation will be placed at the top of waiting lists.
- D. If a waiting list is started, local programs will keep lists of interested persons who visit the WIC program when no funds are available to provide benefits or the maximum assigned caseload is reached.
 1. The waiting list will include the applicant's name, date placed on the waiting list, address or telephone number, and category. Individuals will be notified of their placement on a waiting list within 20 days of their initial contact with the clinic.
 - a. Explain to the applicant why placement on the waiting list is necessary and of realistic possibilities of receiving benefits.
- E. Waiting lists will be retained to be reviewed during monitoring visits.

IV. Selective Screening

- A. Selective screening of applicants may be done if only a few of the Priority Groups are being listed.
 1. If the waiting list is comprised of low priority individuals, then alternative criteria may be selected to further subdivide the group to determine greatest need within the Priority.

V. Terminations Due to Lack of Funding

- A. Termination due to lack of food money.
- B. Under State direction, local programs will be required to reduce caseloads by terminating participants currently certified.

- C. The State WIC Office will direct local programs as to which Priorities will be terminated.
 - 1. The procedure will begin with the lowest Priority participants and continue up the Priority ranks until the State caseload reaches a level which can be served.
 - 2. A participant terminated mid-certification will be given an [End of Certification/Notice of Ineligibility Form](#) and a minimum of 15 day notice that program benefits will be discontinued. The 15 day notice will include the prescribed food package to cover the time period.
 - 3. If it is necessary to terminate participants above a Priority IV, affirmative action ranking will be assessed within each subsequent Priority group.
- D. No new certifications will be performed while participants are being removed from the program.
 - 1. Participants terminated or refused certification by the local agency will be placed on a waiting list.